CORRECTIONS TECHNOLOGY ASSOCIATION

The Gateway to Innovation
St. Louis, MO

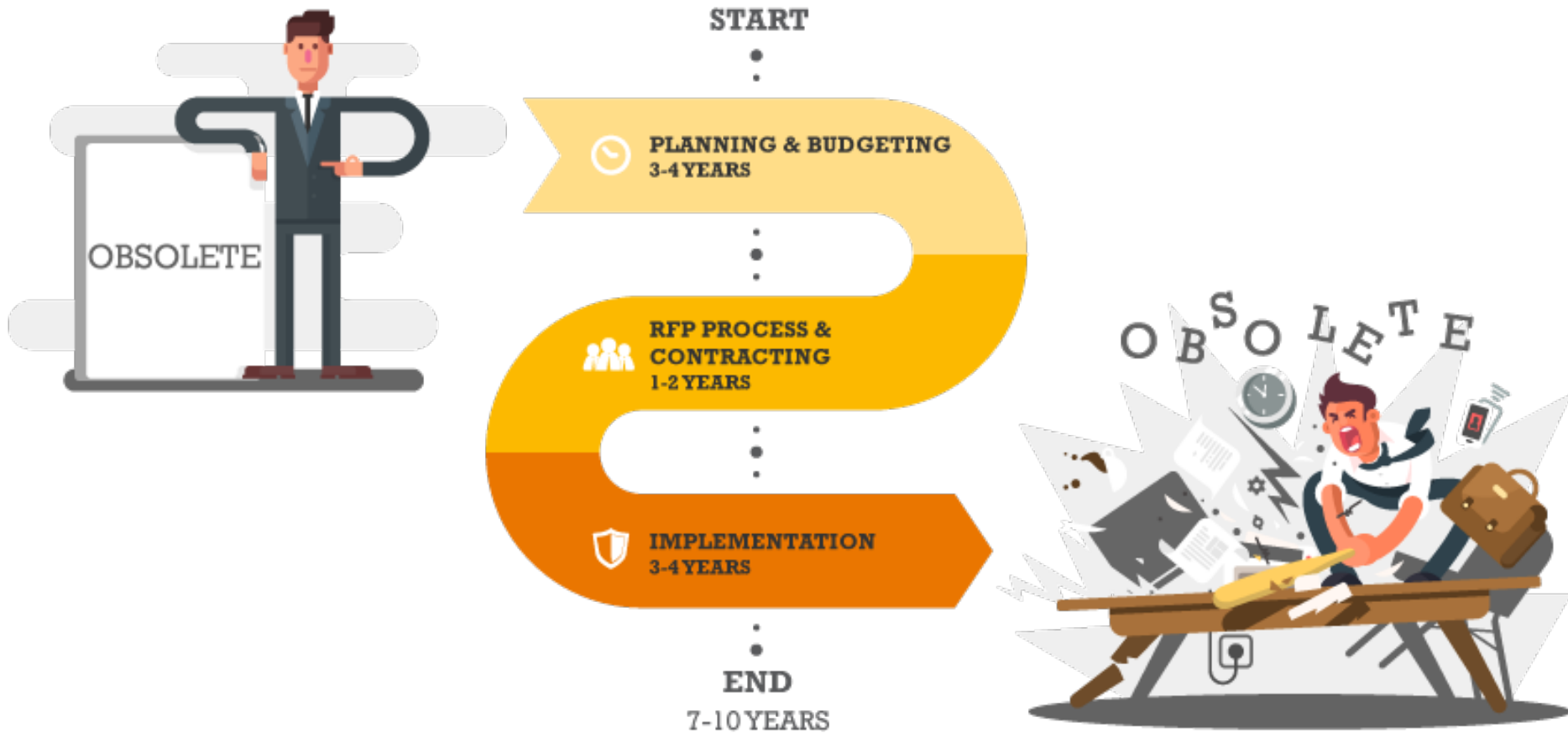How "Evergreen" is Your Offender Management System?

Virginia DOC & Abilis ⋮ 06/13/2022

OMS Modernization Journey

- Funding, selecting, and delivering an OMS modernization initiative is complex.

- Selecting a vendor to modernize your aging OMS is a daunting task.

- It takes years of planning & budget allocation.

- An extensive RFI/RFP process & contract negotiations.

- A multi-year risky and challenging implementation is facing unexpected issues!

- And (hopefully) a successful go-live!

The Paradox of OMS Modernization

START

PLANNING & BUDGETING
3-4 YEARS

RFP PROCESS &
CONTRACTING
1-2 YEARS

IMPLEMENTATION
3-4 YEARS

END
7-10 YEARS

OBSOLETE

OBSOLETE

The slide is taken from CTA 2017, former CIO of Virginia DOC, thanks to Rick Davis ☺

Everything Changes but Change!

Solving the Paradox
Evergreen Requirements

Things to Look for – Product Development Approach

- **Regular Product Updates**
  - Multiple releases per year to avoid critical functional and technology gaps between the production release and the latest product version available.
- **Product Roadmap**
  - Product roadmap is available and shared within the customer base, so the customer is prepared and aware of upcoming product updates.
- **User Community**
  - Access to the user community and a possibility to influence the product roadmap.
- **Certification Programs**
  - Certification programs are available and maintained at the individual level.

Things to Look for – Technology
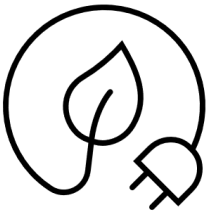
- **Technology Upgrade Availability**
  - Product technical foundations are updated regularly to avoid unsupported/outdated infrastructure in production.
- **Re-configurable**
  - Initial configurations can be modified by the customer and will not require a new product version or a change request.
- **Backward Compatibility**
  - When a new product version is available, it can be deployed in production easily without losing customers' specific configurations and custom code.
- **Open & Standard APIs**
  - Back-end features are available via an open, standardized and secured API layer.

Things to Look for – Hosting & Compliance

- Security Updates
  - Product security is maintained and assessed regularly and validated by independent auditors (such as ISO certifications and independent intrusion tests).
- Robustness of Solution
  - Proven high availability, performance, and volume.
- Cloud/CJIS Certified
  - Built on recognized and widely accepted industry standards.
- ISO Certified
  - Proven standardization and quality assurance.
- Scalability
  - Ability to handle millions of transactions each year.

Evergreen in Action- VADOC

Frequent Software Releases

- VADOC conducts 3 major releases per year.

- VADOC has also combined releases due to legislative priorities. This creates risk due to the number of changes and amount of required testing.

- VADOC stood up an additional testing environment to allow a longer testing window and parallel testing of releases.
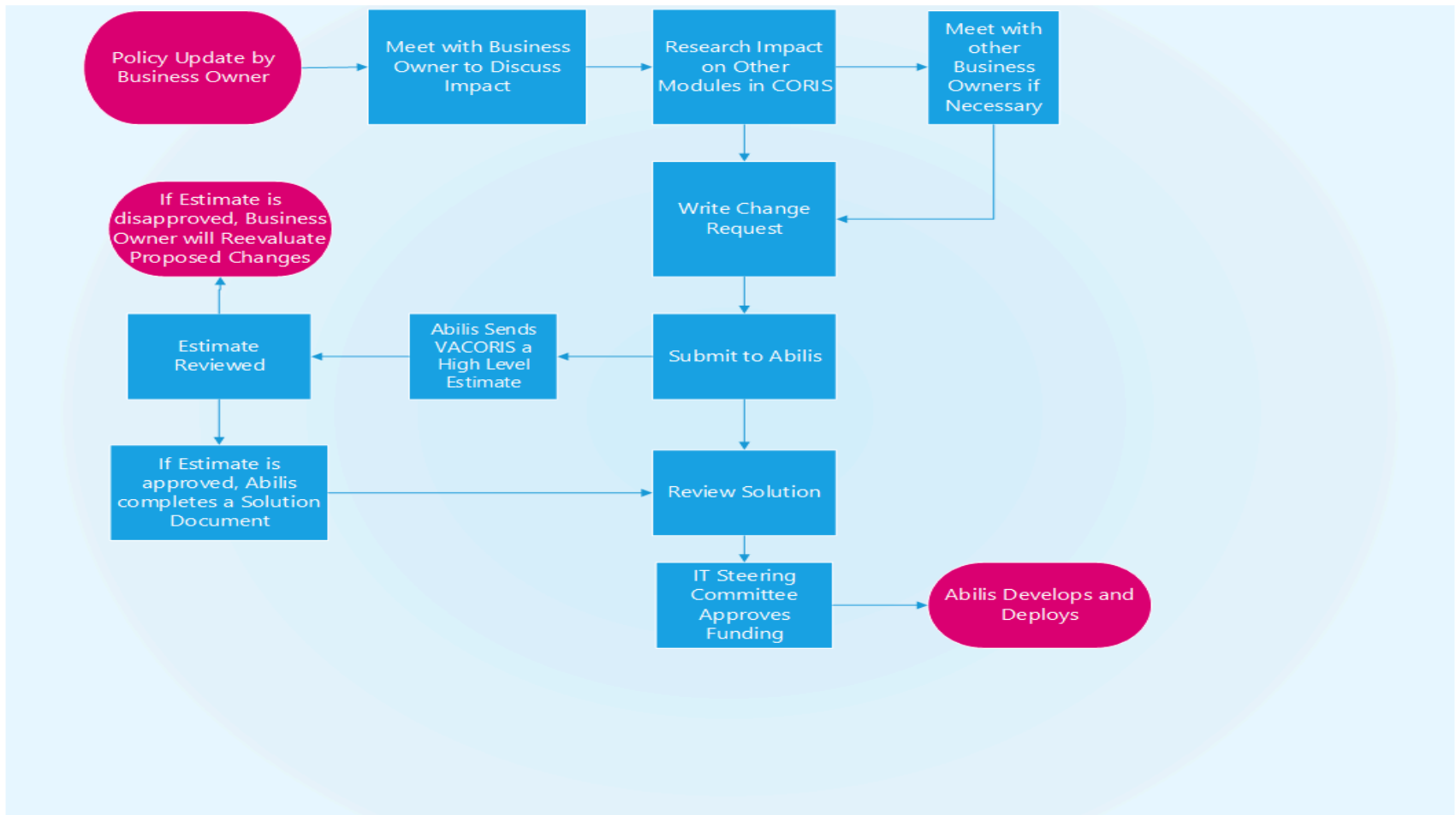
Planned Release Content - Roadmap

- VADOC develops CR working with business stakeholders.

- Abilis provides high level estimate of the CR.

- VADOC works with Abilis developing a solution.

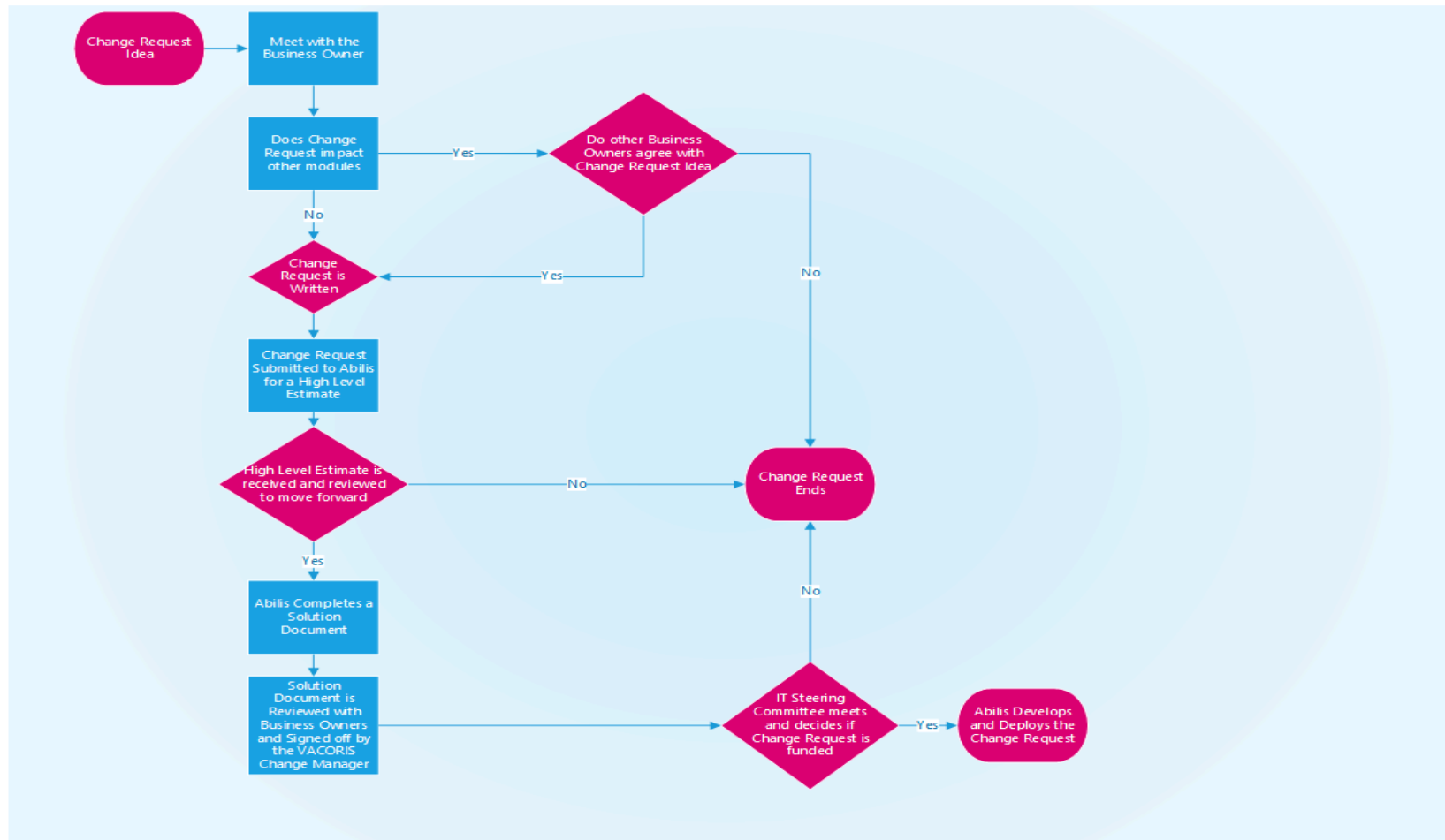- VADOC has a IT Steering Committee that approves CR funding.

Legislative Action
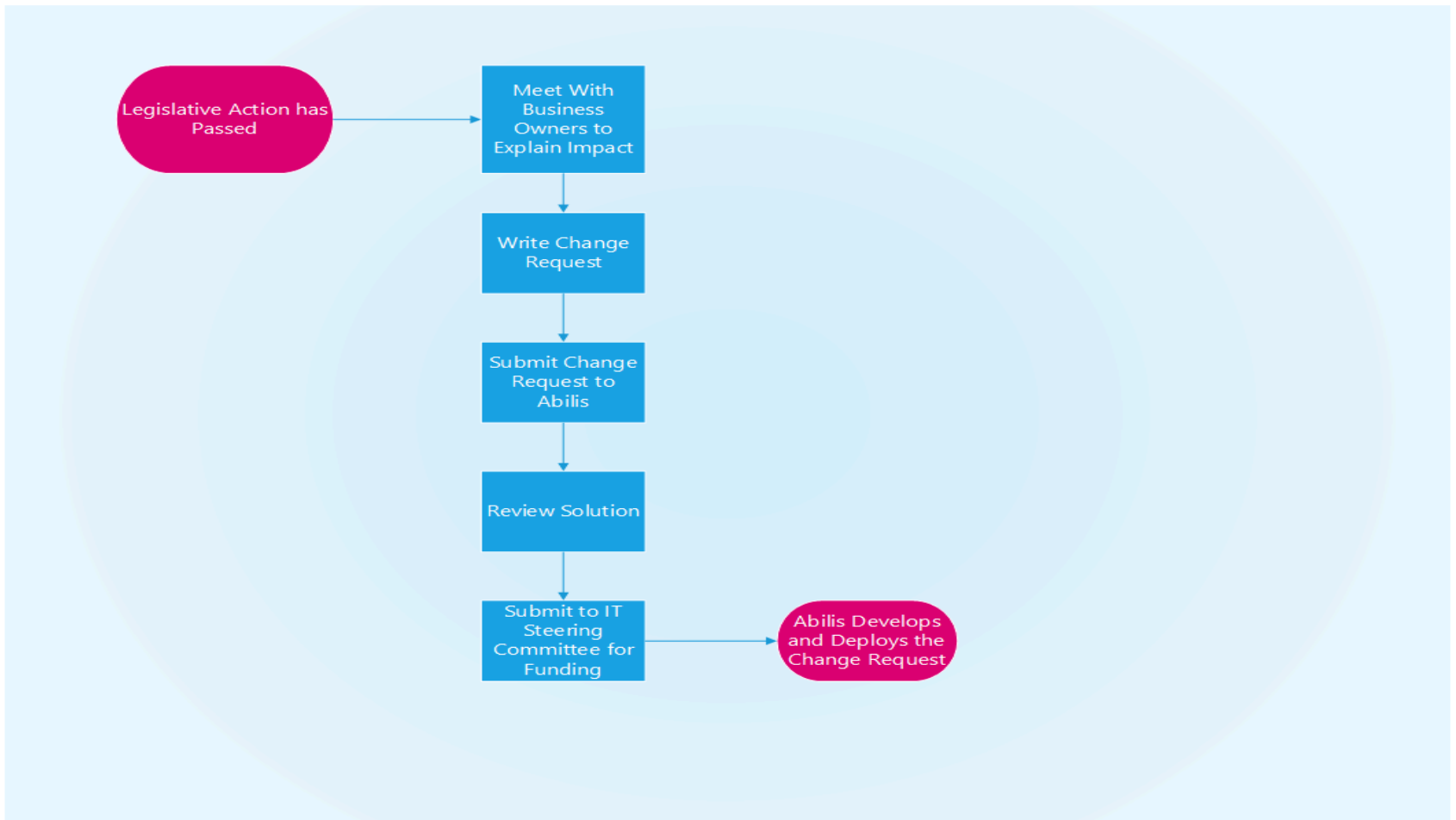
Operating Procedure Change

Suggestion from Field User

Product Features

- PREA
- Logbooks
- Insight
- Walk-Me
- Questionnaire Templates
- Housing Module

Qualified OMS System Administrators

- Windows & Linux Server Administrators
- Database Administrators
- High-level Network Infrastructure Awareness
- Security Background
- Disaster Recovery & High Availability
- Collaboration with Vendor Development Staff

Availability of the OMS API Layer

- Allows separation of underlying data structure changes

- Exposes business functionality instead of raw data structures

- Better logging for security concerns

Compliance and Security

- VITA SEC 501 Framework

- Access Control Procedures & Oversight

- Record Access Logging

- Content Encryption

Benefits

Benefits of the Evergreen Approach

Once in production, the Agency's OMS is one of its most important digital asset:

- Stays modern from a technology and a functional point of view.
- Reconfigured by the agency's certified staff whenever needed.
- Evolving at the rhythm of the agency transformation and the CORIS® product roadmap.

Additional Benefits of the Evergreen Approach

- Overall Quality
  - The same product version is tested for all customers means fixing a bug only once!
  - All customers are aligned on the same latest product version, thus always up to date on technology.
- Cost-effective
  - After go live releases are smaller and more manageable.
  - Product evolutions development cost can be split between several agencies.
  - Turning on new product evolutions can be available at a fraction of the cost.